



FAMILY LIAISON OFFICER

The Family Liaison Officer (FLO) is a volunteer appointed by the commander, who works to provide assistance to families.

Their aim is to reduce stress for you dur-

ing this time. Initially, a Family Liaison Officer will be assigned for each person lost while serving their country and will meet with only the family members affected by that person's loss.

The Family Liaison Officer's only duty is to assist your family during this tragic time. They are there to assist you in obtaining the information you need. The Family Liaison Officer acts as a coordinator for the key services noted in this guide. With the family's agreement, the Family Liaison Officer would be present at all meetings and briefings where benefits-related information is provided. The FLO maintains a reference log for your use to ensure all your questions and concerns are fully addressed.

The Family Liaison Officer will help gather and track information, attend meetings, provide referrals for grief counseling and be your liaison with all agencies. They will stand by you and your family in the days and weeks following the death of your loved one unless you wish otherwise.